# Table of Contents

**Preface** ........................................................................................................................................... xv

**Chapter 1**
Using Performance Mapping and Gap Analysis to Improve Performance: An Evidence-Based Assessment of Performance Gaps......................................................... 1  
*Bonne Beresford, AMCI Global, USA*  
*Paige Barrie, Volkswagen Credit, USA*

**Chapter 2**
Performance Improvement of a Sales Training Feedback System.................. 18  
*Simone G. Symonette, Indiana University, USA*

**Chapter 3**
Organizational Analysis Leads to Dissection of Recurrent Training Issues....... 34  
*Melanie E. Ross, Old Dominion University, USA*  
*Jill E. Stefaniak, Old Dominion University, USA*

**Chapter 4**
Solve the Problem…So it Stays Solved!............................................................... 64  
*Joe Monaco, National LIFTOR Licensing Systems, USA*  
*Edward W. Schneider, Peacham Pedagogics, USA*

**Chapter 5**
User Design: A Case Study in Developing Workplace Curricula ................. 94  
*Robert Anthony Jordan, Independent Researcher, USA*  
*Alison Carr-Chellman, Penn State University, USA*
Chapter 6
Improving Practice through Non-Instructional Technology Platforms: A Case for Technology’s Role in a Nonprofit Network

Allison M. Bell, University of Illinois at Urbana-Champaign, USA
Andrea Leigh Hernandez, Antioch University, USA
Wenhao David Huang, University of Illinois at Urbana-Champaign, USA

Chapter 7
Bringing Service Standards to Life

Julie Kwan, Hitachi Consulting, USA
Stephanie Clark, Learn on Demand, USA
Steven W. Villachica, Boise State University, USA

Chapter 8
Fostering Student Work-based Experiences through Service-Learning

Jennifer Maddrell, Designers for Learning, USA

Chapter 9
A Systematic Evaluation of a Soccer Club’s College Advisory Program

Seung Youn (Yonnie) Chyung, Boise State University, USA
Stacey E. Olachea, Boise State University, USA
Colleen Olson, Boise State University, USA
Ben Davis, Boise State University, USA

Chapter 10
Knowledge Management of Medical Information Resources and Tools

Misa Mi, Oakland University William Beaumont School of Medicine, USA
Jill E. Stefaniak, Old Dominion University, USA

Chapter 11
Implementation of Semantic Search to Support Clinical Decision-Making

Andrew Tawfik, Northern Illinois University, USA
Karl Kochendorfer, University of Illinois-Chicago, USA

Chapter 12
A Competency-Based Performance System in a Health Care IT Setting

William L. Solomonson, Oakland University, USA
Tomas R. Giberson, Oakland University, USA
Chapter 13
Branding Beyond Logo and Colors: Case Study of FITC’s Evidence Based Transformation.......................................................... 308

Lucy Surhyel Newman, FITC, Nigeria

Chapter 14
Blending Front-End Analysis.......................................................................................... 344

Beth McGoldrick, Fortune 500 Company, USA

Compilation of References .................................................................................. 384

About the Contributors .................................................................................. 398

Index................................................................................................................. 406